

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date
Employee Name Vacant		Division Administrative Services		
Position No / Agency-Unit-Class-Serial 461-245-4800-001		Unit Patient Cost Recovery Section		
Class Title Staff Services Manager I		Location 1215 O Street, Sacramento CA 95814		
Subject to Conflict of Interest <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		CBID S01	Work Week Group: E	Pay Differential
Other				
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under the direction of the Staff Services Manager II (SSM II) in the Patient Cost Recovery Section (PCRS), the Benefits and Reimbursement Office (BRO) Staff Services Manager I (SSM I) functions as the first line supervisor responsible for operations related to revenue, payment tracking, account reconciliations and oversight of the Medicare program. The SSM I facilitates staff development, training, and the implementation of recommended process changes related to BRO functions. The SSM I may act in the absence of the SSM II. Travel to hospitals as necessary.				
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).			
35%	Supervise assigned analysts to execute day-to-day operations and improve procedures as they relate to PCRS revenue, payment tracking, and applying payments to patient cost of care accounts. Oversee process of reconciling PCRS revenue against accounting reports ensuring accuracy of deposits and reported revenue. Subject matter expert on PCRS revenue producing reports and answering questions from upper management as necessary. Supervise, delegate assignments, and review work products of analysts. Provide guidance to improve work products, ensure timelines are met, and review products for accuracy. Manage and assess staff and team's overall workload.			
30%	Possess knowledge and expertise in the Medicare program, specifically claims submitted for reimbursement and provider enrollment. Direct staff working on Medicare Parts A, B and D claims in accordance with the Centers for Medicare and Medicaid Services (CMS) guidelines, rules, and procedures. Implement recommendations to reduce claim errors through improved diagnosis and accurate data entry. Oversee the functions related to accurate preparation of Medicare provider enrollment, provider revalidations, and provider termination applications (CMS 855 I and R). Maintain expertise and knowledge regarding Medicare provider eligibility, application requirements, and revalidation guidelines.			
20%	Collaborate with internal and external stakeholders such as DSH-Accounting, hospital Trust Officers, DSH-Legal Division, Acquisitions and Business Services, intergovernmental partners, third-party payors, and CMS. Serve as liaison for hospital staff regarding patient cost of care accounts, Medicare questions, insurance billing inquiries, and other questions related to third-party			

	revenue. Oversee and provide training and technical assistance to impacted program areas of any corrective action measures being implemented.
10%	Perform staff training, development, and performance evaluations. Utilize progressive discipline process in accordance with the California Department of Human Resources and DSH policies. Manage employee work schedules, process leave requests, and ensure enough staff are on site to meet workload deadlines. Attend and participate in management meetings and perform other duties and functions as may be required to support the overall mission of the Department and PCRS. Travel to hospitals as necessary to oversee third party billing processes and related training.
5%	Present information verbally and in writing to executive management, peers, supervised staff, and hospitals in a clear, reconciled, and reliable format; explain any issues, concerns, and status of assignments. Work effectively in a team environment; maintain ongoing communication with state hospitals and other administrative units in the department. Other SSM I duties as assigned.
Other Information	<p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Incumbent must adhere to the Health Insurance Portability and Accountability Act (HIPAA) compliance guidelines.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p>A majority of the essential functions of this position may be performed via telework and/or flexible scheduling. Consistent with Policy Directive 5338, telework may be considered with prior approval from management. If approved, incumbent is expected to provide in-office coverage on a rotational basis, and attend variety of face to face meetings, and/or may travel throughout California as needed, with prior notice. Independence of action and the ability to manage time and multiple priorities is required. Use of technology, including but not limited to Cisco Jabber, Microsoft Office, Microsoft Teams, WebEx, Zoom and other virtual platforms is required.</p> <p>Incumbent will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability.</p> <p>I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).</p>

____{{Signature1}}_____
Employee's Signature

Date

____{{Date1}}_____

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

____{{Signature2}}_____
Supervisor's Signature

____{{Date2}}_____
Date